



Sustainability & Logistics Support

Through our 'whole life' support philosophy, we recognise that Club members should have access to a wide range of facilities while they are using their yachts.

Members can have access to our 24/7 medical and technical support teams in the UK, wherever they are in the world.

In addition, we are constantly developing our trusted network of suppliers through our members' forum and through our contacts in our remote support facilities.

well as consulting a number of owners who have been supported by the company for many years.

We are constantly evolving the benefits that we can offer to our clients. Through our website we will keep members up to date with latest developments and offers.

Our Club Manager, Tracey Phillips will be very happy to discuss your requirements:

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Summary

The purpose of the Stella Maris Yacht Club is to provide a complete 'whole life' management package for members, their crews and the yacht.

SMYC can provide a range of services, whether you are new to yachting or an experienced owner embarking on a busy cruising programme.

We have developed the Club through the knowledge of our own team who have many years of large yacht sea command and yacht technical support experience, as



Stella Maris Yacht Club

A complete whole-life yacht management package

Whether you are new to yacht ownership or an experienced owner, Stella Maris Yacht Club has been established to offer managed support tailored to your specific requirements.

Our Club members share many things in common, however one point particularly stands out – they all believe that in order to get the best from their yachts they must be supported at the very highest levels.

That does not just mean technical support but also personnel, training and logistical support.



Owner and Crew Support

The starting point of a well-run yacht is a properly trained and well looked after crew. Whether you are a family-run yacht or employ professional crew, it is important to address their needs on an individual and collective basis.

The club can provide the following support:

- * Pre-deployment personal medical assessment and tailored medical kits provided by CEGA, our medical partners
- * Global case management of illness through CEGA's network of approved, audited medical facilities, available 24/7
- * Access to medical evacuation programmes through CEGA's network of medical support facilities
- * Telemedicine support
- * Comprehensive insurance cover for your yacht, crew and contents
- * Senior crew selection: Captain, Chief Engineer and Chief Stewardess
- * 'Home address' facilities for mail and forwarding facilities for long-distance cruisers
- * Membership of the Royal Southampton Yacht Club with associated global reciprocal yacht club benefits
- * Interpretation and translation services with a qualified professional via our translation application
- * Maritime and travel security advice
- * E-learning medical & security awareness/preparedness.

Technical and Engineering Support

As a member you have access to our boat management service, provided by our partners, Team Galatea. This comprehensive service enables us to centrally manage your technical support and through-life maintenance.

The basis of this is our boat mapping service. Our team will visit your yacht and photograph and map all of your systems to populate the Team Galatea software. This information will form the basis of your maintenance record and 24/7 technical support. The system also supports a number of other features including:

- * Boat details and equipment database
- * Maintenance tracking through a comprehensive logging system
- * Inventory management
- * Document and file storage for maintenance manuals and other key documentation
- * Expense tracking
- * Equipment warranty alerts
- * Service request tracking and monitoring.

In addition, you will have access to our network of service providers throughout Europe and access to our own Stella Maris facilities in the Mediterranean and Southampton.

Our technical support hub is based at our 8000 sq. ft undercover boatshed in Southampton where we have an in-house team of project managers and skilled technicians who have a wealth of experience within the yachting industry.

In addition over the past three years, we have established two facilities, one in Sicily and one in Spain. We have developed strong relationships with the on-site management teams and local skilled technicians who work under the guidance of our mobile technical support team.

At all of our facilities we offer our members support for routine maintenance tasks, refit work and guardianage, tailoring each package to suit individual needs.



Operational Training

A fundamental element of being able to operate your yacht safely is understanding how your yacht functions at all levels. Our individual and group training packages have been developed by our team who have many years experience in commanding, operating, supporting and managing large sailing and motor yachts.

Our members' training programmes focus on your yacht and your specific needs. We can deliver up to 5-day training packages typically covering the following areas:

- * Boat handling (for example Mediterranean mooring)
- * Deck preparation for key seamanship tasks (berthing, anchoring, towing etc)
- * Systems operation in main and emergency modes
- * Emergency steering configuration
- * Sail operation (including reefing & running rigging set-up)
- * Operation and deployment of safety equipment

- * Storage plans and yacht organisation
- * Pre-deployment preparations
- * Sea training phase operating your equipment by day and night.

In addition to this practical work, the SMY team will go through 'what-if' scenarios which will form the basis of the standard operating procedures for your yacht. These scenarios do not just look at emergency situations but cover areas like ship husbandry, sea command and yacht routines.

In conjunction with our medical partners CEGA, we can tailor medical training packages either with a focus on generic medical first aid training or specific to your individual needs based on your CEGA medical assessment.

